

## Health and Family Services

### Ombudsman

	Revised FY 2006	Requested FY 2007	Requested FY 2008	Recommended FY 2007	Recommended FY 2008
<b>SOURCE OF FUNDS</b>					
<b>General Fund</b>					
Regular Appropriation	3,767,200	4,207,100	4,402,900	3,568,400	3,534,400
Salary Compensation Fund	40,700				
Base Deduction	-188,400				
<b>Total General Fund</b>	3,619,500	4,207,100	4,402,900	3,568,400	3,534,400
<b>Restricted Funds</b>					
Balance Forward	1,600				
Non-Revenue Receipts	50,000	50,000	50,000	50,000	50,000
Fund Transfers	-1,600				
<b>Total Restricted Funds</b>	50,000	50,000	50,000	50,000	50,000
<b>Federal Funds</b>					
Balance Forward	262,200				
Current Receipts	1,972,600	2,616,100	2,746,700	2,203,600	2,183,000
<b>Total Federal Funds</b>	2,234,800	2,616,100	2,746,700	2,203,600	2,183,000
<b>TOTAL SOURCE OF FUNDS</b>	5,904,300	6,873,200	7,199,600	5,822,000	5,767,400
<b>EXPENDITURES BY CLASS</b>					
Personnel Cost	5,406,100	6,277,100	6,625,500	5,323,800	5,269,200
Operating Expenses	498,200	596,100	574,100	498,200	498,200
<b>TOTAL EXPENDITURES</b>	5,904,300	6,873,200	7,199,600	5,822,000	5,767,400
<b>EXPENDITURES BY FUND SOURCE</b>					
General Fund	3,619,500	4,207,100	4,402,900	3,568,400	3,534,400
Restricted Funds	50,000	50,000	50,000	50,000	50,000
Federal Funds	2,234,800	2,616,100	2,746,700	2,203,600	2,183,000
<b>TOTAL EXPENDITURES</b>	5,904,300	6,873,200	7,199,600	5,822,000	5,767,400

The Office of the Ombudsman consists of the Complaint Review Branch, the Quality Control Branch, the Performance Enhancement Branch, the Long Term Care Ombudsman Program and the Institutional Review Board.

The Complaint Review Branch handles calls and correspondence concerning programs under the Department for Community Based Services, the Department for Medicaid Services, the Department for Mental Health/Mental Retardation Services and the Department for Public Health. The Branch issues reports to these agencies concerning complaint trends and patterns and recommends corrective action.

The Quality Control Branch consists of two sections, the Public Assistance Review Section and the Food Stamp Review Section.

The Public Assistance Review Section conducts statewide Medicaid quality control reviews to comply with state and federal Medicaid quality control standards. Reviews include Kentucky Works Program cases, Medicaid and adult medical cases. Reports are prepared for the federal government, the Cabinet, the Department for Community Based Services and the Department for Medicaid Services.

The Food Stamp Review Section conducts Food Stamp quality control reviews, provides information to the federal government, the Cabinet and the Department for Community Based Services and prepares the annual state Food Stamp Quality Control Sampling Plan.

The Performance Enhancement Branch consists of three sections, the Quality Assurance Section, the Management Evaluation Section, and the Program Access and Compliance Section.

The Quality Assurance Section determines administrative hearing eligibility for the Department for Community Based Services - Division of Protection and Permanency service complaints and requests to appeal child abuse and/or child neglect substantiation. This section also coordinates, conducts, analyzes, and issues reports on the Kentucky Child and Family Services Review in accordance with the federally mandated Program Improvement Plan. The section coordinates record keeping for the Continuous Quality Improvement Peer Review process within the Division of Protection and Permanency.

The Management Evaluation Section conducts federal management evaluation reviews for the Food Stamp program. This section assists in writing county and regional corrective action plans and conducts exit conferences with field staff in all Kentucky counties. This section also prepares the federal food stamp corrective action state plan and ensures continuous error identifications and revises local and regional plans accordingly.

The Program Access and Compliance Section performs federally mandated Food Stamp access reviews of local offices to insure they comply with regulations to provide eligible clients access to services. Follow-up and exit interviews are conducted in each office. This section also seeks to identify potential barriers, works to resolve those problems and implements corrective action and continuous monitoring.

The Kentucky Long-Term Care Ombudsmen Program identifies, investigates and helps resolve complaints made by or on behalf of residents of long-term care facilities (including nursing homes, personal care homes and family care homes). The Long-Term Care Ombudsmen also advocate for changes to improve residents' quality of life and care.